



Vendor Frequently Asked Questions (FAQ)

Access to Buy4Michigan:

1. How do I register on Buy4Michigan?
 - Go to <http://www.michigan.gov/micontractconnect/0,4541,7-225-48677---,00.html> and under the **Register as a Vendor** section, click the "Register as a Vendor on Buy4Michigan" link. Click the Buy4Michigan icon listed, which will take you to the homepage of Buy4Michigan. Click the "**Register**" link highlighted in green and follow the steps the system automatically directs you to. For further guidance, you can click on the "**How to Register on Buy4michigan**" quick reference guide (QRG) that walks you through each step – the QRG is listed below the Buy4Michigan icon.

Register as a Vendor on Buy4Michigan

The State of Michigan posts contract solicitation \$10,000 and above on the Buy4Michigan website. To register on this website, click the icon below:



[How to Register on Buy4Michigan \(PDF\)](#)
[Complete In Progress Registration](#)
[Zone Map for identifying service regions during Registration \(PDF\)](#)



2. How do I address unexplainable browser issues (screen freeze, auto logout, etc.)?
 - We recommend closing your web browser and logging back in, or try a different type of browser, such as IE, Firefox or Chrome.

Customer Service Support:

3. Who do I contact for assistance and when?
 - Contact the Help Desk at (517) 373-4111 or 1-888-734-9749 if you have questions regarding registration support, account maintenance, or posting a quote.
 - Contact the Buyer (contact info should be listed on the bid) if you have questions regarding specifications, required format, pre-qualification program or bid questions.

Alerts:

4. What does the Red Validation error message in the News Tab indicate?
 - The alert can be confusing to vendors at times – the message was sent out to ALL Vendors indicating a reminder that you may have alerts that have not been completed. For further assistance, visit <http://www.michigan.gov/micontractconnect/0,4541,7-225-48677---,00.html> and select the **Vendor Clear Profile Alerts Quick Reference Guide (QRG)**.
5. What do the Red and Yellow Error/Warning messages indicate?
 - The Red Error message means that the document does not have sufficient information to continue forward. Once the proper data is entered, you may continue your document to completion.
 - The messages in Yellow are errors that do not require any intervention. The document can continue as the message is strictly for your information.

Bid Process:

6. How do I respond to a solicitation?
 - You will “Create a Quote” in Buy4Michigan as a registered vendor. For further assistance, please visit <http://www.michigan.gov/micontractconnect/0,4541,7-225-48677---,00.html> and select the **Vendor Response to a Solicitation Quick Reference Guide (QRG)**.

Attachments:

7. What file format should I use when uploading attachments?
 - When uploading attachments **DO NOT** use special characters in the file name or text fields, this also includes leaving blanks. We recommend only using letters and numbers. Some bids also include specific instructions regarding what format is required for submission. A list of files are listed that Buy4Michigan does not accept:
8. How do I avoid sensitive information from being viewed on the web?
 - Include sensitive information in an attachment and mark the “Confidential” check box while uploading your file. This prevents your information from being viewed by other Vendors in Buy4Michigan and the Public.

Protest Period:

9. How does a Vendor access the Award Recommendation Protest Letter?
 - The system **ONLY** sends out an email notification regarding the protest period, but no attachment. Open the appropriate Bid and at the bottom of the Bid document, click the Bid Tab, select the Summary Tab. Right below the Summary Tab to the left of the screen you will see “File Attachments”; click on the link to open the attachment.

Bid Tabulation – click the attached file link.

Bid Tabulation for Bid #AGENCY15B0002246

Quotes

Items

Header Questions

Subcontractors

Score

Summary

Back to Bid

Bid Tabulation Information

File Attachments:

award recommendation letter


Click the printer icon to open up the attachment.

Attachment File Detail: award recommendation letter

Name*:award recommendation letter

Description:

File:



Chrysanthemum~46.jpg

Location:agency

Size:879,394 bytes

Uploaded:06/02/2015 10:37:49 AM